



Position Title: Desktop Support Specialist

Salary: \$38,000+

Closing Date: Open until filled

Description: The Desktop Support Specialist will provide remote and on-location computer support services for the staff of System Information Technology Services (SITS) of the North Dakota University System. Primary responsibilities include but are not limited to: install, configure, troubleshoot and maintain Macintosh and Windows operating systems, printer devices in a networked environment, consult with SITS staff, analyze their needs and implement appropriate system hardware/software solutions in a punctual, professional and courteous manner; stay abreast of related, emergent technologies like mobile devices and be able to provide technical support and documentation as needed; and other related duties as assigned. This position will be located in Grand Forks, ND, with routine travel to Fargo and occasional travel within the state required.

Minimum Qualifications:

Bachelors degree, 2 or more yrs. Providing desktop support (combination of onsite and remote capacity) involving problem identification and solving with the following hardware/software combinations: Windows OS, Mactintosh OS, Printers and other peripheral devices; in-depth knowledge of LAN functionality; ability to transport and install computer/printer hardware; excellent customer services skills; ability to work individually and as a team member; effective oral and written communication skills; ability to travel within ND.

Preferred Qualifications:

Experience with desktop management/remote management (imaging, Microsoft SCCM, etc); 2 yrs experience with Active Directory; 2 yrs experience with MS Outlook; related work experience in Higher Education settings; related work experience in the North Dakota University System.

To Apply:

Applicants should send a cover letter specifically addressing the advertised qualifications, a current resume, and the names and contact information (including telephone numbers and e-mail address) for three professional references, either electronically (preferred) to Sharon.Fangsrud@ndus.edu or by mail to:

North Dakota University System
Attn: Sharon Fangsrud
1305 19th Ave N
Fargo, ND 58102

by the close of business on the screening date. Veterans claiming preference must submit all proof of eligibility by the screening date. Proof of eligibility includes a DD-214 and, if claiming disabled status, a current letter of disability.

THE NORTH DAKOTA UNIVERSITY SYSTEM was organized in 1990. It is made up of 11 public colleges and universities governed by the State Board of Higher Education. The NDUS is composed of two doctoral-granting institutions (NDSU and UND), two master's granting institutions (MISU and VCSU), two universities that offer baccalaureate degrees (DSU and MASU), and five campuses that offer associate and trade/technical degrees (BSC, DCB, LRSC, NDSCS and WSC).